

Residential Efficiency Scorecard

Privacy Collection Statement and Conflict of Interest Statement – Victoria only

*This template is to assist accredited assessors to notify their customers of any conflict of interest they may have and to provide them with an understanding of the Privacy Collection Statement they are required to give to each customer they collect personal information from. Data is held on behalf of all Australian governments by the Victorian Department of Energy, Environment and Climate Action. **This paragraph should be deleted by the assessor when giving the document to customers.***

[insert name of Accredited Assessor] does not represent or act on behalf of any Australian State or Territory and their respective departments and agencies. This assessment is being performed by **[insert name of Assessor]** **[insert assessor number]** as a private provider accredited to utilise the Scorecard Tool.

How your data is protected - Privacy Collection Statement

Personal information about you collected during this assessment will be protected because the Assessor you are dealing with has agreed to be bound by the Privacy and Data Protection Act 2014 (Vic) and to comply with its Information Privacy Principles.

The Assessor will collect and store personal information about you. This information will only be used to complete the energy efficiency assessment of your home, unless you consent for your information to be used for another purpose, such as receiving information from organisations who can offer energy services to you.

Given your information is entered into a software tool developed by the Victorian Department of Energy, Environment and Climate Action (DEECA), any information you provide will be received, stored and protected by that Department under the Privacy and Data Protection Act 2014 (Vic) requirements.

Your personal information may be:

- used to contact you for research purposes or to advise you of other government programs.
- provided to trusted third parties bound to the Privacy and Data Protection Act 2014 (Vic) to survey your satisfaction with this energy assessment service, conduct quality assurance audits or validate the rating of a property.
- provided to organisations who can offer energy upgrade services to you if you provide consent below.

If the Scorecard Assessment being conducted at your premises is being used to create certificates under the Victorian Energy Efficiency Target Act 2007 your personal information will also be shared with an Accredited Provider within the Victorian Energy Upgrades program in order to create Victorian Energy Efficiency Certificates and the Essential Services Commission (ESC), as administrator of the Victorian Energy Upgrades program, for related verification, audit and program monitoring purposes. The ESC protects the privacy of your personal information consistent with the principles set out in relevant legislation, including the Privacy and Data Protection Act 2014 (Vic).

Your personal information will not be published in any other way that could identify you or your home unless you give consent.

Non-personal information may be:

- provided to other relevant government departments with responsibilities in the areas of environment, planning, energy, regulation, health and safety, for the purposes of policy development
- provided to academic researchers that fulfil DEECA's requirement that the research be for common good.

If you have any concerns or questions about the way your information is being handled by DEECA, a copy of DEECA's Privacy Policy can be provided on request by emailing foi.unit@delwp.vic.gov.au. If you have any concerns or questions about the way your information is being handled by the ESC, a copy of the ESC's Privacy and Confidential Information Policy can be found on the [ESC's website](#) or provided on request by emailing privacy@esc.vic.gov.au. Alternatively, you can contact the Office of the Victorian Information Commissioner on 1300 006 842 or enquires@ovic.vic.gov.au. Further information is available at www.ovic.vic.gov.au.

Should you wish to obtain a copy of your Scorecard certificate you may contact scorecard@delwp.vic.gov.au.

I understand that, should I choose to assign the rights to create certificates for the Scorecard assessment undertaken at my premises under the Victorian Energy Efficiency Target Act 2007, the Assessor will be providing my name and address to an Accredited Person to enable them to create those certificates.

Yes/No/Not applicable (please circle your preferred response)

I consent to receive information about products or services that will increase the energy performance rating of my home from providers who will receive my contact details.

Yes/No (please circle your preferred response)

Disclosure of Assessor Conflict of Interest

Please complete either A or B, where applicable:

- A) I acknowledge that the Assessor has advised me that the Assessor is not affiliated with any businesses, products or services that provide upgrade solutions, and no potential conflicts of interest exist in respect of the recommendation of particular house upgrade solutions.
- B) I acknowledge the Assessor has declared a conflict of interest by being associated with or employed by the following companies that may provide a financial benefit to the Assessor if I purchase any of the Assessor's recommended solutions. I also understand that I am under no obligation to purchase any products or services from the assessor.

Businesses disclosed:

Business name	Nature of relationship (employee/owner/contractor)	Nature of actual or potential conflict
		<input type="checkbox"/> Company offers house upgrade solutions that it profits from. <input type="checkbox"/> Company can/will create certificates for upgrade solutions under Victorian Renewable Energy Target Act 2007 that it will profit from. <input type="checkbox"/> Other, please list: _____ _____

Name

Address

Signature

Date

If there is a dispute – Scorecard Code of Conduct

[insert name of Assessor] is subject to a Code of Conduct which requires they act lawfully, fairly and respectfully towards customers and potential customers. Details of the Code can be viewed at <https://www.homescorecard.gov.au/about-scorecard/privacy-code-of-conduct-and-complaints>.

If you believe that [insert name of Assessor] has breached the Scorecard Code of Conduct then you should first contact [insert name of Assessor] at [insert contact phone number and email of assessor]. If you

are not satisfied with the response from **[insert name of Assessor]** then you can lodge a complaint at scorecard@delwp.vic.gov.au. If a dispute between you and **[insert name of Assessor]**, does not include a breach of the Code of Conduct, then you should contact Consumer Affairs Victoria. Visit www.consumer.vic.gov.au/contact-us or call 131 450.